

**CHAPTER 390
DEPARTMENT OF EMERGENCY COMMUNICATIONS**

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390-1. Department Created. There is created a department of emergency communications, which shall be responsible for the administration, coordination and implementation of the city's unified emergency communications services.

390-3. Purpose. The department of emergency communications shall:

1. Implement and manage the city's unified emergency communications center.
2. Maintain and improve the quality of 9-1-1 services.
3. Assure equity in emergency communications responses.
4. Incorporate nationally accepted public safety standards, best practices and guidelines into department policies and procedures.
5. Establish metrics for assessing 9-1-1 and emergency communications center operations based on public safety industry standards.
6. Implement rules and policies as directed by the fire and police commission.
7. Implement operational response guidelines and protocols for the fire department as directed by the fire chief and for the police department as directed by the chief of police.
8. Serve as the city's public safety answering point and designated point of contact for first responders, including 24-hours-per-day, 7-days-per-week, 365-days-per-year dispatch services for emergency and non-emergency call-answering, radio monitoring and transmissions, and computer-aided dispatch to support the public safety efforts of the Milwaukee police and fire departments and the public safety departments of surrounding municipalities.

390-5. Administration. Under the direction of the fire and police commission, the department of emergency communications shall be administered by a director of emergency communications.

390-7. Director of Emergency Communications.

1. **APPOINTMENT.** The director of the department of emergency communications shall be appointed by the fire and police commission to a term of office of 4 years.

2. **DUTIES.** Under the direction of the fire and police commission, the director shall:

- a. Manage and supervise department operations.
- b. Prepare the department's budget.
- c. Research and develop department goals based on nationally accepted public safety standards and guidelines.
- d. Facilitate communication and collaboration between the executive director of the fire and police commission, chief of police, fire chief, director of the department of administration, director of the department of employee relations, chief information officer, budget and management director and city purchasing director.
- e. Prepare and issue an annual report on the department's activities.

390-11. Annual Report. The director of the department of emergency communications shall submit an annual written report of the department's activities under this section to the fire and police commission, the common council and the mayor.

For legislative history of chapter 390, contact the Municipal Research Library.

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